

CONFERENCE CALL PROCEDURES

The conference call process has been established as a vehicle for communicating with a broad group of MHSA stakeholders throughout the State. The Department of Mental Health is attempting to be responsive to stakeholders' concerns about the call-in process regarding the amount of time it takes to access a call and concerns about maintaining anonymity on the calls.

AT&T will be our conference call provider for this call. The call-in process may change for future calls, but for the conference calls scheduled for **May 22, 2008** and **June 13, 2008** the call-in process will be as follows:

Participant will:	Operator will:
Call in 10 – 15 minutes before the scheduled conference call time. Call in using the telephone number posted on the DMH Website.	Greet the caller and ask if the caller wishes to participate in the “MHSA Fiscal Policy Training for Stakeholders” conference call for DMH.
Specify the conference call name: “MHSA Fiscal Policy Training for Stakeholders.”	Assign each caller a number (for confidentiality reasons).
Write down CALLER NUMBER assigned by operator. Your Number is needed to ask questions.	Alert the callers when the Question & Answer portion of the conference call begins. Operator will also provide instruction to the caller to press * and 1, if the caller wishes to ask a question. This will place the caller into the question queue. The caller will be identified by The Number issued.
Be prompted by the operator when it is time to ask questions. Please state Your Number and state your question clearly.	Place the caller into the call so they can ask their question. Operator will mute all callers so question can be answered.

The entire call-in process should take no more than 1 – 2 minutes per caller.

NOTE: Please refer to **“Save the Dates 2008”** for dial-in details. Be aware that if the caller does not specify the name of the conference call, **“MHSA Fiscal Policy Training for Stakeholders”** the operator will be unable to put them through to the call. At any given time, our conference call provider may be processing hundreds of different conference calls at the same time. Therefore, it is imperative that our callers be clear and concise in communicating with the call operators in order to facilitate the call process.